

Fire Department

City of Newton Performance Management
August 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Maintain a trained department of fire personnel					
		Training Hours	481	400	81
		% of Firefighters and officers who received monthly seasonal training	87%	100%	-13%
2. Respond quickly to emergency calls					
		% of responders on scene within 6 min (all calls)	87%	90%	-3%
		% of responders on scene within 6 min (fire calls)	93%	90%	3%
		Average Response Time of Medical Calls	3:48	6:00	2:12
3. Provide fire prevention in the community					
		Total # of fires	7	10	3
		Number of Inspections	265	200	65
		Number of Permits issued	140	100	40
		Number of Violations/Citations written	4	4	0

Notes

The specialty training for this month was Natural Gas Procedures
The number of fires in target column reflects the average for the month over the past three (3) years.
The target for Number of Citations is the number of Citations issued last year for the month.